

Job Description

Network Manager

Salary:	Grade 8
Contract:	Full time, ongoing
Location:	Canterbury Campus
Responsible to:	Head of IT Infrastructure
Responsible for:	Network Team
Job family:	Administrative, professional and managerial

Job purpose

The Network Manager will lead, mentor, and manage a team of network professionals, overseeing the daily operations and performance of the network team. They hold responsibility for the design, implementation, and maintenance of the University's network infrastructure, including LAN, WAN, WLAN, and firewall systems.

This role is pivotal in supporting and advancing the University's networking and voice infrastructure. Technically hands-on, the Network Manager plays a critical role in developing and implementing our networking and voice communications strategy to support the University's academic and administrative functions.

Key accountabilities

- Contribute to the development and implementation of the University's networking and voice communications strategy via collaboration with IT leadership and other departments.
- Utilise in-depth skills and experience of networking to provide hands on troubleshooting and system configuration as well as conducting regular security audits and vulnerability assessments.
- Maintaining high network uptime and performance to support academic and administrative functions, particularly during peak usage times.
- Implementing robust security protocols such as firewalls, intrusion detection systems, and encryption without hindering legitimate access to resources.
- Ensuring the University's network is secure from cyber threats while maintaining ease of access for students, faculty, and staff.
- Implementing redundancy and failover mechanisms, optimizing network configurations, and proactively monitoring network performance to quickly address potential issues.
- Stay updated with the latest networking technologies and best practices and undertake continuous improvement system and process reviews to ensure the reliability, security, and scalability of network services.
- Assessing current and future network needs and provide recommendations for upgrades and improvements to optimize efficiency, ensuring compliance with relevant regulations, standards, and policies.
- Oversee the development and operation of the voice communications system, working alongside the managed service provider to ensure service levels are met, issues are resolved promptly, and continuous improvements are implemented.
- Lead networking projects from inception to completion, ensuring timely delivery within budget, ensuring detailed project plans and documentation is maintained.
- Coordinate with vendors, contractors, and external partners for network-related projects.

Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- Planning and executing network infrastructure expansion to support the University's growing needs and the increasing number of connected devices. Deciding on the most cost-effective and future-proof solutions for network upgrades and expansions, including selecting appropriate hardware and software vendors.
- Developing and executing a network strategy that aligns with the University's broader strategic objectives and technological advancements. Collaborating with University leadership and other departments to ensure network projects and initiatives support institutional priorities, such as digital learning platforms and research activities.
- Managing the network budget effectively to balance between necessary expenditures on infrastructure and other operational costs. Prioritising network investments and resource allocations based on critical needs, long-term benefits, and cost-efficiency, while ensuring that the network remains scalable and adaptable to future requirements.

Facts & figures

- Direct reports: approximately 6
- Vendor management: managing the key networking and voice communication delivery suppliers and partners
- Annual budget: £1m capital replacement programme
- Annual project portfolio: approximately 10 internal projects with University stakeholders; leading on significant University infrastructure projects
- Services delivered directly to: all students, all staff, all departments, partners including University of Greenwich and Canterbury Christ Church University
- Service size: a range of University-wide services that underpin core University activities and sport key University strategies
- External scrutiny: National Student Survey. Departmental key performance metrics
- Membership of: member of the School management team, Member of the IT Infrastructure section

Internal & external relationships

Internal: colleagues within Information Services, Academic and Professional Services Managers and staff, students, Senior Leadership Team (SLT), Executive Group (EG), Council

External: Managed service provider(s), technology vendors/suppliers, consultants, partners and stakeholders, professional bodies and networks

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Regular use of Screen Display Equipment
- Conflict resolution
- Ability to confidently engage via digital platforms with colleagues and partners, as well as travel in a timely and efficient manner between campuses when needed
- Sometimes working long hours including travel to and from distant events that require early starts and late finishes.
- Pressure to meet important deadlines such as might be inherent in high profile projects
- There may be a requirement to work evenings and weekends

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Essential Criteria:

- Educated to graduate level or demonstrate equivalent experience in a relevant discipline (A)
- A proven track record of the design and delivery of significant networking, firewall and communication infrastructure across an enterprise environment (A,I)
- Proven experience in a senior networking role with hands-on technical expertise, with knowledge of networking protocols, equipment, troubleshooting and best practice (A,I)
- Demonstrated experience in managing and leading a technical team (A)
- Experience of budget management and financial planning (I)
- Knowledge and experience of vendor management and manage service delivery (I)
- Experience with IT technical evaluation, procurement and implementation, and excellent problem-solving and analytical abilities (I)
- Experience of security and compliance issues relating to networking and voice communication. An understanding the evolving cyber landscape and compliance requirements (I)
- Pro-active and self-motivated with the ability to organise, prioritise and problem solve effectively (I)
- Able to advocate and influence across team, department, university and with external partners (I)
- Experience leading a customer centric approach to service delivery and change management, having led large, organisational wide change projects (I)
- Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience and multidisciplinary, impactful research (I)
- Commitment to deliver and promote equality, diversity and inclusivity in the day to day work of the role (I)

Desirable Criteria:

- Member of a professional body in a relevant discipline (A)
- Relevant network certifications such as CCNA, CCNP or equivalent (A)
- Experience with Telecommunications systems (I)
- Experience in the formulation of IT policy and strategy (I)
- Experience of working and delivering projects with partner organisations (I)

Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage